

Receipt

FILE COPY

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent application of:

Mark J. Holden et al.

Serial No.: 09/735,427

Filed: December 12, 2000

For: SYSTEM AND METHOD FOR  
DYNAMIC QUEING IN AN  
AUTOMATIC CALL DISTRIBUTOR

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§  
§

Group Art Unit: 2152

Examiner: Marcus Kirk

**REQUEST TO CORRECT FILING RECEIPT**

Commissioner for Patents  
Washington, D.C. 20231  
Attention: Initial Patent Examination  
Customer Service Center

RECEIVED  
JUL 06 2001  
Technology Center 2100

Dear Sir:

Attached is a copy of the official filing receipt received from the U.S. Patent and Trademark Office in the above-identified patent application in which issuance of a corrected filing receipt is respectfully requested.

There is an error in the Continuing Data as Claimed by Applicant. It should read "THIS APPLN CLAIMS BENEFIT OF 60/174,199 12/31/1999." Attached is a copy of the transmittal for the above-identified application as originally filed, including the correct filing date of the provisional application upon which benefit is being claimed.

The correction is not due to any error by applicant and therefore no fee is due.

Respectfully submitted,

*Michael J. Balconi-Lamica*  
Michael J. Balconi-Lamica  
Registration No. 34,291

Date: April 26, 2001  
HAYNES AND BOONE, L.L.P.  
901 Main Street, Suite 3100  
Dallas, Texas 75702-3789  
Telephone: 214/651-5634  
File: 22171.177.02  
a-0112553.01

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231

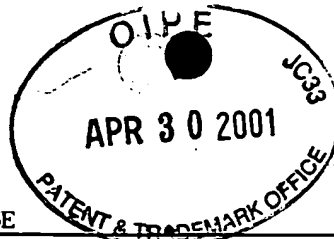
on

4/26/01

*Dolly Millerson*



## UNITED STATES PATENT AND TRADEMARK OFFICE



COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/735,427	12/12/2000	2152	1130	11433RRUS01U/22171.177	3	30	6
22171.177.02							

CONFIRMATION NO. 5622

David L. McCombs  
Haynes and Boone, LLP  
901 Main Street, Suite 3100  
Dallas, TX 75202-3789

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FEB 12 2001

HAYNES &amp; BOONE

## FILING RECEIPT



\*OC000000005737266\*

Date Mailed: 02/06/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

## Applicant(s)

Mark J. Holden, Allen, TX;  
Scott L. Orton, Allen, TX;

## Continuing Data as Claimed by Applicant

THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000.\*  
(\*) Data inconsistent with PTO records.

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## Foreign Applications

If Required, Foreign Filing License Granted 02/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

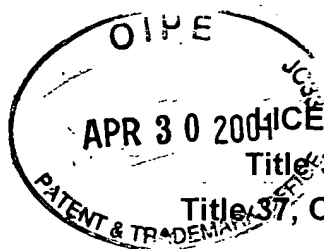
Title

CODE	DATE	ACTION
ASA	6.12.01	AWAITING RECORDS ASSIGNMENT
AOA	12.12.02	AWAITING OFFICE ACTION

System and method for dynamic queuing in an automatic call distributor

TR 2/15/01

**Date:** 02/06/2001



**LICENSE FOR FOREIGN FILING UNDER**  
**Title 35, United States Code, Section 184**  
**Title 37, Code of Federal Regulations, 5.11 & 5.15**

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**Technology Center 2100**

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The grant of a license does not in any way lessen the responsibility of a licensee for the security of the subject matter as imposed by any Government contract or the provisions of existing laws relating to espionage and the national security or the export of technical data. Licensees should apprise themselves of current regulations especially with respect to certain countries, of other agencies, particularly the Office of Defense Trade Controls, Department of State (with respect to Arms, Munitions and Implements of War (22 CFR 121-128)); the Office of Export Administration, Department of Commerce (15 CFR 370.10 (j)); the Office of Foreign Assets Control, Department of Treasury (31 CFR Parts 500+) and the Department of Energy.

### **NOT GRANTED**

No license under 35 U.S.C. 184 has been granted at this time, if the phrase "IF REQUIRED, FOREIGN FILING LICENSE GRANTED" DOES NOT appear on this form. Applicant may still petition for a license under 37 CFR 5.12, if a license is desired before the expiration of 6 months from the filing date of the application. If 6 months has lapsed from the filing date of this application and the licensee has not received any indication of a secrecy order under 35 U.S.C. 181, the licensee may foreign file the application pursuant to 37 CFR 5.15 (b).

### **PLEASE NOTE the following information about the Filing Receipt:**

- The articles such as "a," "an" and "the" are not included as the first words in the title of an application. They are considered to be unnecessary to the understanding of the title.
- The words "new," "improved," "improvements in" or "relating to" are not included as first words in the title of an application because a patent application, by nature, is a new idea or improvement.
- The title may be truncated if it consists of more than 600 characters (letters and spaces combined).
- The docket number allows a maximum of 25 characters.
- If your application was submitted under 37 CFR 1.10, your filing date should be the "date in" found on the Express Mail label. If there is a discrepancy, you should submit a request for a corrected Filing Receipt along with a copy of the Express Mail label showing the "date in."
- The title is recorded in sentence case.

Any corrections that may need to be done to your Filing Receipt should be directed to:

Assistant Commissioner for Patents  
Office of Initial Patent Examination  
Customer Service Center  
Washington, DC 20231

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## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
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Bib Data Sheet


CONFIRMATION NO. 5622

<b>SERIAL NUMBER</b> 09/735,427	<b>FILING DATE</b> 12/12/2000 <b>RULE</b>	<b>CLASS</b>	<b>GROUP ART UNIT</b> 2153	<b>ATTORNEY DOCKET NO.</b> 11433RRUS01U/22171.177	
<b>APPLICANTS</b> Mark J. Holden, Allen, TX; Scott L. Orton, Allen, TX;					
<b>** CONTINUING DATA *****</b> THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000 * (*) Data inconsistent with PTO records.					
<b>** FOREIGN APPLICATIONS *****</b>					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 02/05/2001</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance		<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 3	<b>TOTAL CLAIMS</b> 30	<b>INDEPENDENT CLAIMS</b> 6
Verified and Acknowledged Examiner's Signature _____ Initials _____					
<b>ADDRESS</b> David L. McCombs Haynes and Boone, LLP 901 Main Street, Suite 3100 Dallas ,TX 75202-3789					
<b>TITLE</b> System and method for dynamic queuing in an automatic call distributor					
<b>FILING FEE RECEIVED</b> 1130	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		

Please type a plus sign (+) inside this box →

APR 30 2001

PTO/SB 05 (4-98)  
Approved for use through 09/03/00. OMB 0651-0032  
Patent and Trademark Office: U. S. DEPARTMENT OF COMMERCE  
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UTILITY PATENT APPLICATION TRANSMITTAL		Attorney Docket No. 11433RRUS01U/22171.177	
(Only for new nonprovisional applications under 37 CFR 1.53(b))		First Named Inventor or Application Identifier Mark J. Holden	
APPLICATION ELEMENTS See MPEP chapter 600 concerning utility patent application contents.		Express Mail Label No. EL455942910US	
<p>1. <input checked="" type="checkbox"/> Fee Transmittal Form (Submit an original, and a duplicate for fee processing)</p> <p>2. <input checked="" type="checkbox"/> Specification [Total Pages 28] (preferred arrangement set forth below)</p> <ul style="list-style-type: none"><li>- Descriptive title of the invention</li><li>- Cross References to Related Applications</li><li>- Statement Regarding Fed sponsored R &amp; D</li><li>- Reference to Microfiche Appendix</li><li>- Background of the Invention</li><li>- Brief Summary of the Invention</li><li>- Brief Description of the Drawings (if filed)</li><li>- Detailed Description</li><li>- Claim(s)</li><li>- Abstract of the Disclosure</li></ul> <p>3. <input checked="" type="checkbox"/> Drawing(s) (35 USC 113) [Total Sheets 3]</p> <p>4. Oath or Declaration [Total Pages 3]</p> <p>a. <input checked="" type="checkbox"/> Newly executed (original or copy)</p> <p>b. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d)) (for continuation/divisional with Box 17 completed) (Note Box 5 below)</p> <p>i. <input type="checkbox"/> DELETION OF INVENTOR(S) Signed statement attached deleting Inventor(s) named in the prior application, see 37 CFR 1.63(d) and 1.33 (b).</p> <p>5. <input type="checkbox"/> Incorporation By Reference (usable if Box 4b is checked) The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being a part of the disclosure of the accompanying application and is hereby incorporated by reference therein.</p>		<p>6. <input type="checkbox"/> Microfiche Computer Program (Appendix)</p> <p>7. <input type="checkbox"/> Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)</p> <p>a. <input type="checkbox"/> Computer Readable Copy</p> <p>b. <input type="checkbox"/> Paper Copy (identical to computer copy)</p> <p>c. <input type="checkbox"/> Statement verifying identity of above copies</p>	
		<b>ACCOMPANYING APPLICATION PARTS</b>	
		<p>8. <input checked="" type="checkbox"/> Assignment Papers (cover sheet &amp; document(s))</p> <p>9. <input type="checkbox"/> 37 CFR 3.73(b) Statement <input type="checkbox"/> Power of Attorney (when there is an assignee)</p> <p>10. <input type="checkbox"/> English Translation Document (if applicable)</p> <p>11. <input checked="" type="checkbox"/> Information Disclosure <input checked="" type="checkbox"/> Copies of IDS Statement (IDS)/PTO-1449 Citations</p> <p>12. <input type="checkbox"/> Preliminary Amendment</p> <p>13. <input checked="" type="checkbox"/> Return Receipt Postcard (MPem 503) (Should be specifically itemized)</p> <p>14. <input type="checkbox"/> Small Entity <input type="checkbox"/> Statement filed in prior application Statement(s) Status still proper and desired</p> <p>15. <input type="checkbox"/> Certified Copy of Priority Document(s) (if foreign Priority is claimed)</p> <p>16. <input checked="" type="checkbox"/> Other: Express Mail Certificate; and Request and Certificate Under 35 U.S.C. 122(b)(2)(B)(i).</p>	
<p>17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information: <input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP) of prior application No: _____, filed: _____ prior application information: Examiner _____ Group/Art Unit _____</p>			
<b>18. CORRESPONDENCE ADDRESS</b>			
<p><input type="checkbox"/> Customer Number or Bar Code Label  or <input checked="" type="checkbox"/> Correspondence address below</p>			
NAME		Warren B. Kice	
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COUNTRY		Suite 3100	
STATE		TX	
ZIP CODE		75202	
TELEPHONE		214-651-5634	
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Name (print/type)		Michael J. Balconi-Lamica	
Registration No. (Attorney/Agent)		34,291	
Signature		Date	
Michael J. Balconi-Lamica		12/12/00	

a-107142

Page 1 of 2

Practitioner's Docket No. 11433RRUS01U/22171.177

PATENT

**ADDED PAGES FOR APPLICATION TRANSMITTAL WHERE BENEFIT OF  
PRIOR U.S. APPLICATION(S) CLAIMED**

**18. Relate Back**

☒ Amend the specification by inserting, before the first line, the following sentence:

**A. 35 U.S.C. § 119(e)**

☒ This application claims the benefit of U.S. Provisional Application(s) No(s):

**APPLICATION NO(S):**

**FILING DATE**

06/174.199

12/31/99